

ACCESSIBLE TECHNOLOGY SERVICES OVERVIEW

Bender Consulting provides accessibility services in the areas of website and documentation testing and reporting, web and mobile content remediation and creation, and technology accessibility and customer service training.

Our HighTest™ Certification is awarded to applications that comply with the World-wide Web Consortium Web Content Accessibility Guidelines (W3C WCAG) 2.0, Conformance Level AA Success Criteria (the proposed Section 508 of the Rehabilitation Act standards) for people with disabilities.

SERVICES PROVIDED

✓ **Testing Services**

We assess the current state of corporate websites, mobile applications, and associated documents relative to their compliance to the WCAG 2.0 AA requirements.

✓ **Reporting and Planning Services**

We provide gap analysis reporting to support a remediation engagement strategy. Our defect reporting assists with the process of understanding and coding around each defect to ensure compliance.

We assist with the determination of a strategy to remediate associated content and documentation accessibility issues to ensure compliance with the standards, and the planning of the accessibility of content and documentation for new projects.

▪ **Voluntary Product Accessibility Template Documentation**

We create the documentation potential customers and government auditors use to assess the accessibility of products.

✓ **Document Accessibility Remediation Services**

Documentation consultants create accessible versions of MS Office and PDF documents.

✓ **Third-party Content Mediation Services**

We review third-party vendor's products to ensure they meet required accessibility standards, and provide a report that identifies compliance issues associated with that content.

✓ **Policy Creation Services**

We develop governance policies that drive the accessibility of all content, whether created by our customers, or integrated through third party vendors. These include accessibility policies for websites and mobile applications, associated documents, third-party vendor products, and alternative format requests.

✓ **Accessibility Training Services**

We provide training curriculum to address the needs of people with disabilities at every point where they interact with web and mobile content.

▪ **Front-line customer service training for communicating with people with disabilities**

Customer service associates learn how to communicate by phone with: people who are blind, people with motor disabilities who cannot use a mouse, people who have hearing loss who cannot consume audio-only content, and people with learning disabilities who may need to understand the language of content.

▪ **Technical service desk training for communicating with people with disabilities**

Technical service desk associates learn how people with disabilities work with web and document content, to help them navigate and use products and services.

▪ **Accessibility training for application developers**

Application developers learn the output their code must produce that makes content compliant, and to integrate the standards into current processes and turn them into measurable results.

For more information about Bender Consulting Services, visit benderconsult.com or contact us at 412-787-8567.

